



Job Title: Beach Retreats Customer Services and Reservations Coordinator
Location: Watergate Bay
Hours: Full Time
Salary: DOE
Job Type: Permanent
Closing date: Friday 19th February 2016

We have a fantastic opportunity for a **Beach Retreats Customer Services and Reservations Coordinator** to join the team at Beach Retreats. We are currently looking for a full time member of staff, on a permanent contract. Reporting to the **Reservations & Customer Relations Manager**, your prime function will be to deliver the highest standards of customer service at all times. You will need to have excellent communication skills both written and verbal with the ability to remain calm under pressure. It is important to be a strong team player, with bags of enthusiasm and personality. Previous experience in a similar role is essential. You will help maintain the highest possible standards at all times, actively promoting the business brand image. You will provide customers with the best experience of the business. This role provides a unique opportunity within a successful and expanding organisation, which encourages professional development and offers excellent long-term career prospects.

What you would be doing on a weekly basis:

- Carrying out the customer-facing service for Beach Retreats
- Handling bookings and enquiries:
- Answering enquiries by phone and e-mail and live chat.
- Process bookings over the phone and online.
- Amend and manage cancellations, security deposits and outstanding balances.
- Participate in the on-call rota for out of hours cover.
- Liaise with guests and owners to deal with and resolve guest complaints and damage claims.
- Provide arrival information to the respective property management companies.
- Visit new and existing properties for familiarisation and conduct annual property inspections.
- Collate and respond to guest feedback as well as analysis to help improve the guest experience.
- Maintain accurate records of queries, feedback and complaints.
- Other admin tasks within the department.
- Taking ownership of projects to deliver better services to guests and owners.

Why you should choose Beach Retreats:

- Excellent career prospects in an ever expanding organisation.
- Special rates for you and your friends & family to stay at Watergate Bay Hotel
- Staff discounts on treatments in Swim Club
- Discounts for you and your friends & family at Zacry's, The Beach Hut, Living Space
- Free surf lessons and free use of surfboards and wetsuits from the Extreme Academy
- Social events throughout the year

Apply now:

To apply for this position email: jobs@beachretreats.co.uk with your CV and covering letter. We look forward to hearing from you!